Summary of 1999/2000 Communications & Delivery Performance Objectives
CLSA System Program Annual Reports

System	Performance Objectives	Achievement of Performance Objectives
BALIS	a. 95% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within two to four working days.	a. Objective met through the use of telefacsimile machines and PC's with modems. b. Objective met.
BLACK GOLD	a. 90% of intrasystem messages will be received by addressees within 24 hours (from time of sending message to receipt of message). b. 75% of items sent by intrasystem delivery will be delivered within 5 working days.	a. Objective met. Black Gold's Communication and Delivery allocation from CLSA supported only a minor part of the electronic communication used by Black Gold member libraries to facilitate resource sharing. E-mail is also being used increasingly to conduct business and improve resource sharing between libraries because it speeds up the delivery of the request or inquiry. Local funds are provided in order to meet objectives. b. Objective met. The delivery route is designed so there is no delay once an item has been picked up by the driver. Materials are sorted en route rather than returned to a central point for sorting.
49/99	a. 90% of intrasystem messages will be received by addressees within 48 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	a. Objective exceeded, due in part to a fax machine with broadcast capabilities. Messages which would have been copied and sent via delivery to all members are now sent via fax and received more quickly. In addition, System staff has utilized Internet e-mail more this year for communicating with members, greatly improving overall System communications. b. Objective exceeded. 93% of items sent by intrasystem delivery were delivered within 2 working days or less.
INLAND	a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. b. Objective met.

MCLS	Communications a. 90% of intrasystem messages will be received by addressees within 24 hours. b. 90% of all messages requiring a response will be answered within 2 working days. c. 187,750 messages will be transmitted among member libraries through all communications mechanisms (OCLC interlibrary loan subsystem, facsimile, telephone, Internet, e-mail & delivery). d. 2,000 reference related messages will be transmitted between the MCLS Reference Center & the member libraries via facsimile. e. 1,000 reference-related messages will be transmitted between the MCLS Reference Center and the member libraries via e-mail. Delivery a. 75% of the items sent by intrasystem delivery will be delivered within two working days. b. The remaining 25% of the items sent by intrasystem delivery will be delivered within 4 working days. c. 80,000 items will be transported among member libraries by the System delivery vans.	Communications a-e. Objectives met. Delivery a-c. Objectives met.

MOBAC	a. 100% of intrasystem messages will be received by addressees within 24 hours.	a. Objective met.
	b. 100% of items sent by intrasystem delivery will be delivered within two to four working days.	b. Objective met. Delivery services was increased to five days per week to most member libraries.
MVLS	a. 100% of the intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt, next working day).	a-b. Objectives met. The communication & delivery methods continue to function adequately. The use of e-mail and web-based information has increased in support of all programs.
	b. 100% of items sent by intrasystem delivery will be delivered within three working days.	Local funds were added to meet the level of service provided.
NORTH BAY	a. 90% of intrasystem messages will be received by addressees within 8 hours (time of origin to time of receipt, working days only, telephone, fax & electronic mail).	a-b. Both service objectives were met. The volume of delivery via courier continues to grow. The rate indicates a 6% increase, again due to shared online Systems and the SuperSearch. The increase in resource sharing has required NBCLS to increase the number of days of delivery to four members. The addition of three new members in FY 99/2000 made it even more difficult to stretch the underfunded delivery program dollars far enough to provide adequate delivery to all members. Twenty-seven out of thirty four members required five day per week delivery service. Resource sharing through shared local systems and the system wide SuperSearch program is driving the need for daily delivery. Since initiating the SuperSearch program in FY 96/97, the number of items handled has risen by 60%. Member libraries now contribute 48% of the funds required for delivery contract. The additional fees charged to the members is a real hardship for those on tight budgets.
	b. 90% of items sent by intrasystem delivery will be received within 4 working days.	
NORTH STATE	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt).	a. Objective met. All electronic messages are received either instantaneously or within the next working day when staff reads electronic mail.
	b. 90% of items sent by intrasystem delivery will be delivered within 3 working days.	b. Objective partially met. 90% of items sent by intrasystem delivery are delivered within 3 working days for libraries receiving 2 or 3 days per week delivery. However, libraries in Modoc, Lassen, and Plumas Counties receive items within 8 working days or more, as delivery service is once a week. The objective is barely met for most member libraries. In FY 1999/2000, due to continuing fiscal constraints, delivery service continues to fall short of the objective.

PENINSULA	Communications	Communications
	98% of the intrasystem messages will be received within one hour.	Objective met. 100% of messages sent through the automated system and e-mail were transmitted and delivered within seconds of origin.
		Legislative messages are faxed or e-mailed to System administration.
	Delivery	Delivery
	a. 98% of intrasystem messages will be received within one hour.	a. Objective met.
	b. 98% of total items will be received within two working days (main library to main library).	b. Objective met.
	c. 98% of labeled items for special rush handling will be delivered to the receiving library by noon of the next working day following pick-up (main library to main library).	c. Objective met.
	d. 1,335,652 items will be delivered during the fiscal year.	d. Objective met. 1,409,780 items were delivered.
	e. 50% of all items to SVLS will be delivered within 3 working days.	e. Objective met.
	f. 50% of all items to BALIS will be delivered within 3 working days.	f. Objective met.
SJVLS	a. All system messages to be sent in the most cost-effective manner to: 1. Allow 100% of the reference & information messages to be received within 24 hours. 2. Allow 100% of planning, coordination, & evaluation messages to be received in a form & manner to expedite decision making & the efficient use of staff time. b. To allow 100% of interloan & other materials to be delivered within 3 working days. c. To allow member resources to be efficiently allocated in handling communication transactions for System activities.	All objectives were met. The continued use of Internet e-mail throughout the System is decreasing the use of FAX for routine communication.

SANTIAGO	a. 95% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 4 working days.	a. Objective met due to the increasing use of fax and e-mail. b. Objective met.
SERRA	a. 90% of intrasystem messages will be received by addressees within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 1 working day.	a. Objective met. Messages sent by fax, e-mail, or phone were received immediately. b. Objective met. Although items going to Imperial County from San Diego and vice versa, as well as to certain outlying branches of San Diego County, can take two or three days longer. The smallest and most remote branches may occasionally require a week. 70,135 items were handled by Serra's delivery system.
SILICON VALLEY	a. 90% of the intrasystem messages will be received within 24 hours (time of origin to time of receipt). b. 90% of items sent by intrasystem delivery will be delivered within 3 working days. c. 50% of all items sent to PLS libraries will be delivered within 3 working days. d. 50% of all items sent to BALIS libraries will be delivered within 7 working days.	a. Objective met. The use of fax equipment in all System libraries has reduced receipt time, in many cases, to a matter of a minute or two. b. Objective met. The survey of delivery times between member libraries was not conducted this year. However, the formal survey conducted in 1994 showed that in-system delivery time averages one day. Since there has been no reduction in the delivery schedule, it is safe to assume that this remains the average delivery time. c. Objective met. d. Objective met. Approximately 50% of the items going to the BALIS libraries arrive within seven working days. However, to meet the 10 day turnaround standard, the System Reference Center uses faxes or the U.S. Mail for all materials being sent in response to reference inquiries.

SOUTH STATE	a. 95% of intrasystem messages will be received by the addressee within one day or 24 hours (time of origin to time of receipt).	a. Objective met. Extensive use of fax and e-mail between headquarters and all member libraries made this objective achievable. South State continuously maintains and develops databases, address lists, forms and publications to speed communications and delivery tasks for its members.
	b. 95% of items sent by intrasystem delivery will be received by the addressee within 3 working days.	b. Objective met. Delivery of material was contracted through Courier/Pony Express Service through June 9th when it went out of business. It connected with CoLAPL, Pasadena, Inglewood and MCLS delivery services. Delivery is daily to the main or headquarters library of each member, SSCLS headquarters, the CoLAPL Lancaster branch, and to MCLS headquarters. If material goes to other branches, it is distributed via each member's local delivery system. MCLS delivers twice a week to CoLAPL and provides connections to Santiago, Inland, and Black Gold. Delivery is being handled internally while options are being studied.
	c. The South State Express, a youth service newsletter, will be published four times.	c. Objective met. The South State Express is written by Children's and Youth Services librarians in the member libraries, and produced by SSCLS headquarters staff.
	d. One issue of the South State Express will made available via the Web as a test of an alternate form of delivery.	d. Objective ongoing. The presentation of an issue on the Web is still under development. A major challenge is obtaining from the volunteer editor/author, which changes with each issue, material appropriate for Web distribution.
	e. SSCLS staff and members will continue using e-mail as a method of communication. Possibilities for improving this communication method will be explored.	e. Objective met. E-mail continues to be used as appropriate and new uses are being considered.
	f. The effective use of current and new technologies, such as scanning and video conferencing, will continue to be examined.	f. Objective ongoing. SSCLS participated in two regional opportunities for Video conferencing workshops and headquarters staff is experimenting with scanning documents.
	g. SSCLS will participate in the Area IV Regional Library Network Planning Group and communicate developments to member libraries.	g. Objective met. The System Administrative Coordinator participated in the Arroyo Seco Library Network Planning Group. CoLAPL also is represented on the Planning Group. Representatives from all the System members attended the April ASLN membership meeting. SSCLS staff and members have participated in local transition discussions. Information about ASLN developments is shared with System members through regular written updates and by presentations at meeting.